


**CITY OF SAN ANTONIO  
OFFICE OF THE CITY MANAGER  
Interdepartmental Memorandum**

**TO:** Mayor and Council

**FROM:** Sheryl Sculley, City Manager 

**COPY:** Executive Leadership Team; Robbie Greenblum

**SUBJECT:** Eastside Neighborhood Initiatives – One Year Update on Quality of Life Efforts and Catalytic Projects

**DATE:** February 16, 2011

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This memo provides a one year summary of the City's continued efforts related to the "Eastside Neighborhood Initiative" implemented in February 2010 in response to feedback received at the Eastside Reinvestment Summit meetings. In response, the City focused on "the 4 Cs" – Code enforcement, Crime, Canines and Catalytic economic development projects. The attached progress report provides detailed performance data on the efforts of several City departments over the last 12 months in the Eastside area as part of the targeted Quality of Life (QoL) initiatives. Overall, these numbers show the positive impact of re-engineering the way the City provides these services. A snapshot of progress on key activities through January 31, 2011 as compared to the same time period in 2009 and 2010 includes:

**Quality of Life Efforts**

**Police Department** – SAPD employed a "Problem Oriented Policing" model that integrates traditional law enforcement efforts with other services critical to improving the quality of life issues which may exist. Over the last year, the East Substation Captain worked with other City departments to insure effective coordination of City services to holistically address quality of life issues. In 2010, twenty-four (24) of the City's 50 new police officers were assigned to enhance patrol operations and visibility on the Eastside. Investigative resources from the SAPD Vice and Narcotics Units were also deployed to target prostitution and drug activity.

- District 2 violent crimes (as of 11/30) are down 16.33%, including a 21.05% decrease in murders
- District 2 property crimes (as of 11/30) are down 9.56%
- 1,525 drug arrests have been made which is an increase of 9.79% from the previous year
- 161 prostitution cases have been made which is an increase of 31.97% from the previous year

**Code Enforcement Services** – The "Neighborhood Enhancement Team" was created to more effectively target code issues by educating residents and business owners, assisting them in resolving issues, and working to resolve remaining violations through enforcement. Code has also adjusted its procedures to more quickly initiate and conduct inspections, as well as to quickly review and close outstanding cases.

- A total of 1,646 vacant structures have been cleaned and/or secured which is an increase of 24% from the previous year
- 405 of the vacant structures were cleaned and/or secured by the City which is an increase of 117% from the previous year
- 59 vacant structures were demolished which is an increase of 110% from the previous year
- 351,541 square feet of graffiti were abated which is an increase of 35% from the previous year

**Animal Care Services (ACS)** – In February 2010, ACS began conducting targeted sweeps along high profile corridors and in areas with a history of high stray animal complaints and calls to pick up stray dogs. Additionally, ACS increased efforts to educate residents about animal care regulations and will continue to provide spay and neuter, vaccination and licensing clinics in neighborhoods throughout the district.

- 3,099 dogs were impounded which is an increase of approximately 100% from the previous year
- 719 spay and neuter surgeries were performed during the initiative

**Solid Waste Management** – Funding was provided in FY 2011 for a dedicated brush crew to pick up illegally dumped materials.

- 454 illegal dump piles were collected which is an increase of 725% from the previous year

**Public Works** – In addition to responding to regular citizen requests, staff is proactively canvassing the area to identify minor street repairs including potholes and pavement repairs, drainage channel debris removal and minor concrete repairs, and traffic sign graffiti removal and replacement.

- 1,673 potholes were repaired which is an increase of 63% from the previous year.
- 147 base and pavement repairs were made which is an increase of 10% from the previous year
- 208 drainage channel improvements were made which is an increase of 81% from the previous year
- 387 traffic sign improvements were made which is an increase of 33% from the previous year

### **Economic Development**

In addition to focused and improved service delivery, staff continues to work on numerous projects to spur redevelopment within the Eastside. During the Eastside Summit, a number of Catalytic Projects were identified by stakeholders, including the Friedrich Building, Willow Springs Golf Course, Mega Warehouse, Sutton Homes, and the Walters Street Charrette projects:

**The Friedrich Building** – Staff recommended and the City Council approved a 6-month option contract with the owner of the Friedrich Building. Additionally, the City has entered into a Memorandum of Understanding (MOU) with the San Antonio Independent School District (SAISD) to develop a plan for the City to renovate the Friedrich Building for utilization by SAISD as administrative offices in exchange for SAISD surplus properties of equal value to the cost of acquisition and renovation.

**Willow Springs Golf Course** – Staff has received a proposal from a private developer to partner on the redevelopment of the Willow Springs Golf Course. As proposed, the developer would provide additional land to reroute and renovate the golf course. This land would be offered in exchange for land along AT&T Center Parkway which could then be developed for commercial use. Staff is analyzing the developer's funding and incentive request, and continues to outline the process for seeking voter approval required to exchange land for the commercial redevelopment.

**Mega Warehouse** – Bexar County Opportunities Industrialization Center (BCOIC) owns this facility and is currently working on a plan for renovations. Staff has reached out to BCOIC to gain a greater understanding of their programs and to offer assistance.

**Sutton Homes** – San Antonio Housing Authority (SAHA) has completed Sutton Oaks Phase 1 which consists of 194 mixed-income units. On February 17, 2011, City Council will consider a resolution in support of SAHA's application to the Texas Department of Housing and Community Affairs for Sutton Oaks Phase II which will consist of 208 mixed-income units.

**Walters Street Charrette** – The City committed to conducting a charrette and involving various community partners to shape the vision for Walters Street corridor improvements. Three charrettes were held in April 2010, and staff continued to work with residents and stakeholders over the next several months to complete the Plan. In November 2010, the Fort Sam Houston Community Advisory Board passed a resolution in support of the Walters Street Charrette Plan. Staff is evaluating the infrastructure requirements of the proposed land uses while the portion of Walters Street from Fort Sam Houston to IH-35 is being improved to a six lane roadway. Staff is also focused on continued outreach to interested stakeholders about opportunities along Walters Street, including near the recently constructed Sutton Oaks apartment complex, and ongoing communication with stakeholders who have expressed concerns about the proposed land use plan. In addition, interested developers are being proactively engaged to better understand the redevelopment potential of this area as a result of BRAC-related activities at Fort Sam Houston.

### **Future Steps – Sustaining Progress**

To sustain this focus on promoting economic development on the Eastside, the City will continue to partner with and fund the efforts of San Antonio for Growth on the Eastside (SAGE), including their Store Front Grant program. In addition to continuing to focus on the Catalytic Projects listed above, the City is working with St. Philip's College to establish a Veterans Outreach Center at the Good Samaritan Hospital building, a proposal that would involve the City acquiring and renovating the building. The City continues to consider how to refine and improve the Inner City Reinvestment/Infill Policy that was approved this past year and which provides for fee waivers and incentives. The City's Center City Development Office and Planning and Community Development Department continue to work together to implement the Eastside Reinvestment Plan utilizing funds approved in FY 2011 as part of the Catalytic Project Fund.

Staff will continue monthly meetings to coordinate efforts that will sustain the improved service delivery on the Eastside. The City will sustain the level of responsiveness in dealing with illegal dumping given the additional brush crew and coordination with Code Enforcement Services. Code Enforcement continues to proactively target high visibility corridors and the newly created Neighborhood Enhancement Team will continue work with residents and business owners to prevent issues from arising. Furthermore, Public Works is evaluating community street and drainage program needs, including those necessary to support redevelopment efforts, to potentially include in the City's Five Year Infrastructure Management Program. ACS will continue to perform targeted sweeps on a weekly basis in high stray call areas and high profile corridors, while continuing to provide spay and neuter, vaccination and licensing clinics in neighborhoods throughout the district.

SAPD will maintain the "Problem Oriented Policing" philosophy within the target area. The East Substation Captain will continue the primary role of monitoring and analyzing the area for crime and quality of life issues that may resurface. Coordination of City services to address issues will continue to be an important tool the City uses to respond to needed areas. In this year's budget, SAPD added detective positions within the Vice and Narcotics Units that will help provide additional capacity to sustain progress made over the past year. Finally, uniformed officers from both patrol and the SAFFE unit will continue to address issues and problems that may require a uniformed response and visibility.

If you have any questions or need any additional information, please contact Pat DiGiovanni at (210) 207-8871 or Brian James, Assistant Director, Planning and Community Development at (210) 207-4685.



## City of San Antonio

## Eastside Neighborhood Initiative: Quality of Life Taskforce

SAPD | Code Enforcement Services Department Overview | Animal Care Services | Solid Waste | Public Works



## PROGRESS REPORT

### 2010 TO 2011 COMPARISON

#### Quality of Life Taskforce Overview

- City resources coordinated through a staff Steering Committee
  - Includes Animal Care, Code Enforcement Services Dept., Public Works, Solid Waste Management, SAPD and CD 2 staff
  - Committee meets Every other Friday at 10:00 AM (excluding holidays) at Eastside Police Substation
- Augmented service delivery efforts focused on 13 corridors and SAPD-identified target areas within Council District 2
- Performance results reported monthly; all Activity to **January 31, 2011** unless otherwise stated

#### San Antonio Police Department

#### Activity 1-01-10 thru 11-30-10

- **SAPD Overview**
  - Twenty-Four additional officers re-directed to area
  - Working Initiative as long term Problem Oriented Policing
  - Uniform and Undercover operations
- *Violent and Property Crimes categories reflect January 1 thru November 30 time frame*
- *Proactive Enforcement Activity reflects February 5 thru November 30 time frame*

	<u>2009</u>	<u>2010</u>	<u>% Chg</u>
<b>Violent Crimes</b> (including Murder, Manslaughter, Robbery and Assault) .....	4,201	3,515	-16.33%
Capital Murder / Murder .....	19	15	-21.05%
Robbery (Business and Individual) .....	425	314	-26.12%
Deadly Conduct (including but not limited to Deadly Conduct Firearm e.g. Drive by Shooting) ..	199	153	-23.12%
<b>Property Crimes</b> (including but not limited to Burglary, Theft, Arson, and Auto Theft) .....	11,546	10,442	-9.56%
Burglary (including Habitation, Business, and Vehicle) .....	3,746	3,369	-10.06%
Criminal Mischief .....	2,138	1,909	-10.71%
<b>Proactive Enforcement Activity</b> (including Obstruction of Justice, Weapons Violations).....	2,257	2,469	9.39%
Prostitution Cases .....	122	161	31.97%
Drug Arrests .....	1,389	1,525	9.79%

#### Code Enforcement Services Department

#### Activity 2-11-10 thru 1-31-11

- **CESD Overview**
  - Redirected Resources
  - Proactive Code Enforcement
- **New Program—Neighborhood Enhancement Team (NET)**
  - Phase 1: Block walking and education
  - Phase 2: Assist and resolve

<u>Activity Category</u>	<u>2-11-09 to 1-31-10</u>	<u>Initiative Totals 2010 &amp; 2011</u>	<u>% Chg</u>
Reactive complaints (all types)*.....	8,962	12,787	42.7%
311 Complaints.....	6,946	9,841	41.7%
Avg response in days, complaint to initial inspection (reactive complaints).....	5.9	7.0	18.8%
Proactive complaints (all types).....	16,521	21,705	31.4%
Violations Resolved.....	16,399	16,876	2.9%
Avg closure in days from initial inspection (all complaints with violations).....	41.7	47.4	13.7%
Vacant structures cleaned and/or secured.....	1,325	1,646	24.2%
Cleaned/ Secured by City.....	186	405	117.7%
Cleaned/ Secured by Owner.....	1,139	1,241	9%
Vacant Structures Demolished.....	28	59	110.7%
Demolished by City.....	18	38	111.1%
Demolished by Owner.....	10	21	110%
Square feet of graffiti abated.....	259,286	351,541	35.6%

\* Reflects significant increase in overgrown vacant lots and premises.

**City of San Antonio**  
**FY 2010 Eastside Neighborhood Initiative: Quality of Life Taskforce**  
*Progress Report Continuation*



## Animal Care Services

**Activity 2-01-10 thru 1-31-11**

- **ACS Overview**
  - Redirected resources
  - Goal: 50% more dogs impounded than 2009
- **New Programs**
  - Sweeps, education and enforcement
  - Planned future MASH units (spay/neuter, micro chipping, pet registration)

<u>Activity Category</u>	<u>2-01-09 to 1-31-10</u>	<u>Initiative Totals 2010 &amp; 2011</u>	<u>% Chg</u>
Dogs Impounded.....	1,551	3,099	99.8%
Citations Issued.....	568	619	9.0%
Spay and Neuter Surgeries.....	N/A	719	N/A

## Solid Waste Management

**Activity 2-01-10 thru 1-31-11**

- **Solid Waste Targeted Services for Eastside Initiative**
  - Redirected one bulky/brush item crew to Eastside
  - Scheduled Brush / Bulky Trash Collection in CD 2
- **New Programs**
  - Illegal dumping quick response
  - Education and outreach
  - FY 2011 Budget added resources to have dedicated brush/bulky item crew to address eastside service (and other City-wide areas)

<u>Activity Category</u>	<u>2-01-09 to 1-31-10</u>	<u>Initiative Totals 2010 &amp; 2011</u>	<u>% Chg</u>
Outreach Event.....	9	14	56%
Tons of Brush and Bulky Trash Collected (within annual collection schedule).....	11,030	13,636	24%
Number of Illegal Dump Piles Collected.....	55	454	725%
Tonnage Collected from Illegal Dump Piles.....	29	297	924%
Illegally Dumped Tires Collected.....	—	172	—
Number of Paid Out-of-Cycle Brush and Bulky Piles Collected.....	466	748	61%
Collected from Paid Out-of-Cycle Brush and Bulky Piles—Tonnage.....	238	385	62%
Dead Animals Collected.....	3,915	3,622	-7.5%

## Public Works

**Activity 2-01-10 thru 1-31-11**

- **Public Works Overview**
  - Pothole, concrete, sign and drainage crews working planned and identified projects in CD 2
- **New Programs**
  - Short-term improvements identified in CD 2
  - Long-term projects identified and added to funding pipeline

<u>Activity Category</u>	<u>2-01-09 to 1-31-10</u>	<u>Initiative Totals 2010 &amp; 2011</u>	<u>% Chg</u>
Potholes repaired.....	1,024	1,673	63%
Base and pavement repairs.....	134	147	10%
Traffic sign improvements (replacements, graffiti, overgrown veg.).....	291	387	33%
Drainage channel improvements.....	115	208	81%
IMP projects.....	—	95	—
Special projects (HUD 108, CDBG and NAMP).....	—	14	—

N/A - Data Not Available

Side B

— No historical data for comparison